

**TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION**  
**Info Sys Tech Con – Supporting Enterprise Implementations**

**Job Summary:** Reports to the Executive Director of the Center of Excellence for Data (COED) within Strategic Technology Solutions, is responsible for assisting the COED Executive Director with the implementation of key enterprise initiatives.

**Responsibilities:**

- Work with the Domain Directors on all communications to ensure the next phases of ServiceNow External are implemented to the customer's satisfaction.
- Manage the implementation of Everbridge and ensure proactive communications to the STS executive team regarding progress, issues and barriers.
- Manage the implementations of Zendesk as the point person to ensure delivery is on time and to manage communications and expectations as a liaison between Zendesk and the implementing Departments
- Drive an implementation timelines for Zendesk and Everbridge initiatives and help coordinate appropriate teamwork within STS to achieve deadlines and meet customer needs and expectations.
- Manage the communications, both internal to STS, as well as external to the Departments, of all associated projects within the COED
- Work with the COED Director to ensure documentation and status reporting on data governance, strategy and data privacy/security is completed in a timely manner.
- Work with the Data Privacy Officer to support, document, and update the data privacy management plan.
- Ensure the Data Management Plan, Data Advisory Committees Charters, Privacy Program Strategic Plan, and Data Privacy Program are updated and reside in SharePoint.
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.
- Assist the COED Director with implementation of priorities for the COED to achieve improved delivery and increased customer satisfaction
- Maintain and promote effective customer service relationships with users, business owners, vendors, and agency leadership to inform them of services offered by the COED.
- Provide consultation and recommendations to state agencies by identifying their technology challenges and explore how the COED areas can meet their business needs.
- Work with the COED Director to develop and align strategies based on performance metrics, business requirements and input for all COED teams.

**Minimum Qualifications:** Bachelor's degree in an IT or Business related field. Relevant professional information technology experience may be substituted for the required degree.

- Five years of experience managing IT operations and functions.
- Excellent interpersonal, written, and verbal communication skills.
- Excellent time management, organization, and prioritization skills.

**Preferred Qualifications:**

- Prior data governance experience is a plus.
- Prior state government experience is a plus.

**Knowledge, Skills, Abilities, Competencies:**

- Decision Quality
- Problem Solving
- Developing Direct Reports and Others
- Directing Others
- Conflict Management
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer.

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Resumes should be submitted via email to [EIT.Resumes@tn.gov](mailto:EIT.Resumes@tn.gov)

*Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.*